



Republic of the Philippines
Mariveles Water District
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CONTEXT OF THE ORGANIZATION

INTERESTED PARTY/IES	ISSUES/CONCERN	NEEDS/EXPECTATION	EXTERNAL /INTERNAL	RELEVANCE TO QMS
Board of Directors	Policy formulation that will benefit/applicable to consumer/s, employee/s and the institution	Compliance to regulatory body	Internal	Policy making body
General Manager	Recommend Policies	Implement Policies approved by the Board of Directors	Internal	Top Management
Employees (management, staff and rank & file)	Benefits, Wage/delayed Salaries	Implement benefits with legal basis/on time payroll	Internal	Service Provider
	Traffic/Inspection of pump stations on isolated or remote areas	Issue service vehicle	Internal	Service Provider
	Lack of manpower/paper equipment/issuance of supplies and Working area	Sufficient supplies/fast satisfaction of supplies and good working area	Internal	Satisfaction from employees
Concessionaires /Consumer	Low water supply	Improve water supply	External	End User
	Unattended complaints <ul style="list-style-type: none"> ● Leaks ● Erroneous reading ● Billing notice not received ● Water supply is not a potable water 	Complaints immediately attended	External	End User
	Payment of water bill/s	Payment of bill/s on time	External	Collection Efficiency
Supplier/s	Supply of materials and services/delayed payment	Quality product and services/on time payment	External	Provides supplies and services
Government Regulatory bodies (CSC, DBM, COA, BIR, DOH, LWUA, NWRB, DENR and DPWH)	Regulate & formulate rules & regulations issued by government	Compliance to rules & regulations	External	Regulating bodies
	Report/requirements compliance	Compliance to requirements set by the government regulatory body	External	Regulating bodies